1985-86 Annual Report

The Social Planning & Research Council

of Hamilton and District

A United Way Member Agency

President's Report

I am pleased to submit my first report as President of the SPRC. The year 1985-1986 provided many challenges and represented a year of profound change, making the involvement of all of us who serve in a voluntary capacity exciting and rewarding.

We continued over this past year to experience growth in the demand for research about social needs in our own region. In these times of shifting public policy, the role of a voluntary organization is of great importance in ensuring that planners have the benefit of other informed viewpoints. It is evident too, that the role of the Council in enhancing public participation and community development through education, helping concerned groups to express themselves effectively, or intervening to help citizens make themselves heard, are vital companion functions to our research work.

We are happy to wish the Voluntary Action Centre well and recognize its evolution from a Council program to an independent agency. Larry Enkin, Donna Marcaccio and Alison VanDuzer conducted the original study which recommended that the time for independence was now ripe. David Seldon, Hubert Martin, Ross Robinson, Nick Mastroluisi, Donna Marcaccio, Doris Downie, Stan Carey and Urmas Soomet gave wise leadership to a development committee which helped the Voluntary Action Centre and the Council work out a mutually-agreeable plan for sharing resources. Without the co-operation and patience displayed by these volunteers, this conclusion may not have been possible, and certainly would not have been accomplished in a spirit of good will.

Tony Butler, our Past President, has accepted and carried out an equally important and sensitive task during the past year: that of chairing the periodic meetings of a United Way Agencies' Presidents' Committee. This group, which provides an agency voice in support of the continued effectiveness of the United Way, recently requested that the Social Planning and Research Council accept the responsibility for convening its meetings, and our Board has agreed.

I would also like to recognize the contribution of Nick Mastroluisi, our treasurer, who, due to the separation of the Bureau from the Council, was

called upon to give more than his fair share of time over the past year, and Urmas Soomet, our Vice-President, who has willingly shared many of the responsibilities of Council leadership when needed. All SPRC volunteers should be commended for their high levels of commitment and involvement; it makes us a truly voluntary organization.

Of course, very little at all could be accomplished without the ongoing support of our major funders, the United Way and the Region. Our thanks to them.

Finally, I would like to thank all the staff of the Council for their continuing excellent work and, in particular, would like to highlight the efforts of Jody Orr and Mary Swan for their effective administrative leadership and support.

I am sure that the next year will provide challenges as exciting as those of the year just past and look forward to working with everyone at the Council as we rise to meet those challenges.

Dick Capling

Executive Director's Report

The year 1985-86 has proven a year of challenge, transition and excitement. Unlike 1984, our staff complement was stable, with no changes, and the increasing emphasis on a team approach to projects and consultations capitalizing on the particular strengths of individual staff members, has led to progressively more sophisticated and complex analysis and solutions to identified issues and problems in the community. There is little doubt in my mind that the impact of the Council on the community has increased, with higher visibility, increased demand for service and more input into decision-making among the most tangible results.

This holds out a significant challenge to us as we face the incoming program year. For the first time in our history, the Council is developing a waiting list for projects and consultations, ordered with a view to our priorities. While it is a development which reflects our own success in meeting our mandate effectively, it holds out a serious challenge for the efficient management of our existing resources and acquisition of new resources to meet the upsurge in community demand for service.

If this can be seen as an external signpost which indicates new directions for the Council, there are equally significant internal changes which mirror this development as we reach a new period in our history with the birth of the Voluntary Action Centre (formerly the Volunteer Bureau) as an independent agency in our community. Much of the effort from staff and volunteers alike in 1985 was directed towards the separation of the Bureau from the Council, with separate budgets developed, capital equipment split, and Bureau self-governance facilitated. I am particularly grateful to the volunteers who worked long and hard at ensuring this process occurred fairly and in an amicable atmosphere. Particularly, I would mention Hubert Martin, David Seldon, Urmas Soomet, Nick Mastroluisi, Donna Marcaccio, Ross Robinson, Doris Downie, Stan Carey and Alison VanDuzer. They have all made a major contribution and should be extremely pleased to see their efforts so handsomely rewarded.

The Council wishes the Voluntary Action Centre all success and welcomes it as a new sister agency in our community.

PROGRAM HIGHLIGHTS:

The Council has a series of Board-established functional priorities (see Figure 1 later in the Annual Report) which relate to specific activities within our program areas. In reporting on highlights of 1985-1986, I will relate program activities to these established priorities.

RESEARCH AND PLANNING:

A further consolidation of team research efforts resulted in 1985-1986 in the undertaking of far more complex and detailed research projects and consultations than in the past.

Forty-one per cent (41%) of on-line project and consultation time went to projects in 1985, reversing a trend in 1984 which saw a greater proportion of professional time going to projects. This reflects a growing demand for service from the community in the form of consultations, the major impact of which has been the establishment of a prioritized waiting list for consultations and projects both.

Social impact analysis of government policy - Three major projects and consultations consumed vast amounts of staff time in this, our number one priority area. *The Impact of the Recession on Women in Hamilton-Wentworth*, a major piece of work initiated in 1984, was published in 1985. It contains major recommendations related to the status of women and the quality of their lives in Hamilton-Wentworth and acted as the catalyst for the formation of W.H.A.T. (Women of Hamilton Acting Together), a broad-based, action-oriented coalition of local women encouraging public debate and adoption of the report's recommendations. The Council's *Study on Unattached Women over 40 On General Welfare Assistance*, research undertaken as part of our 1985 Regional Social Services grant, will be published in May, 1986. Unique in its focus on older women, it includes a series of recommendations targeted at all three levels of government, and documents the particularly precarious health, financial, educational and employment status of these women. More than 50% of the women approached to participate in the study did so, and the report provides a poignant account of their lives. Finally, in a process begun in 1984, the Day Care

Advisory Committee of the Council, struck in response to a request from the Social Services Committee of Regional Council, submitted the first two of three reports regarding funding, standards and eligibility for subsidy to the Region. Recommending a significant shift in direction, virtually *all* the recommendations of the Advisory Committee were adopted in principle by the Region, subject to available funding from senior levels of government. A final report from this committee on unmet needs is anticipated in May, and a policy package relating to day care in general will be recommended to the Board by June prior to this committee disbanding.

Social policy development/advocacy - Only one project was undertaken in this priority area in 1985-1986: the development of an inter-provincial comparative analysis of income maintenance programmes and benefits for the physically disabled. Targeted for publication in June, this is, to the best of our knowledge, the first time such an analysis has been undertaken in Canada.

Technical assistance to community groups - A wide range of consultations were carried out in this priority area in 1985-1986, including assistance to: Youth Hostel Association, A.A.T.D., Women of Hamilton Acting Together, the Support Services Committee and the Coalition for Better Day Care.

Service co-ordination - Continuing the trend established over the last few years, this priority involved staff in outside consultations rather than internal projects. Notable involvements in 1985-86 included extensive work with the District Health Council through membership on two standing committees, and work with the Community Council on Employment of the Disabled.

Needs assessment - In contrast to 1984-1985, there was a growing demand for needs assessment consultation from our staff over the last year. The most time-consuming of these consultations (470 hours) has been contracted supervision of a project to develop a Data Base for the Developmentally Handicapped comprising 1300 handicapped persons in Hamilton-Wentworth and Brant. Project staff were hired to assist in implementation and the work has been done in conjunction with a community steering committee. A further 290 hours was spent on the Council's *Study of Housing and Support Care for the Physically Disabled,* a major study completed via a Canada Works grant which analyzed the housing and

support care needs of disabled persons in Hamilton-Wentworth. Poignantly outlining unmet needs reported by 233 disabled consumers, the report contained major recommendations which are being followed up by an implementation committee composed of Board members and others. We also began work with the Red Cross on a major consultation. Minor consultations also included many technical requests for assistance in this priority area.

Socio-economic trends analysis – Six new neighbourhood profiles were published in 1985-1986, further geo-coding of agency caseloads occurred, and ongoing updating of our data base, comprised major activities under this priority.

Agency evaluation – Major consultations were conducted with the Queenston Parent-Child Drop-In Centre and Extend-a-Family.

Urban planning assistance – Our major involvement in this area was through participation on the Central Area Plan Implementation Committee. A revised plan was completed and we will continue to be involved in an ongoing way with this group.

COMMUNITY DEVELOPMENT:

The Community Development program continues to exhibit the highest proportion of professional on-line time devoted to consultation with community groups. In 1985-1986, almost 75% of professional on-line time went to consultation, the remainder to projects (this is an increase over the preceding year). This reflects the ongoing commitment of the Community Development Advisory Committee to remain responsive to shifting community needs and issues.

Dissemination of information about citizen participation policies – In 1985, a sub-committee of CDAC began work to develop, through a literature search and discussion, a *public participation policy* for SPRC. Once completed, it will serve as a published document describing the basic principles and the process of effective public participation and will be useful to the Council as well as community groups in monitoring or contributing to participation programs.

In 1985, the CDAC committed itself to monitoring the public participation process used in the development and implementation of the Waterfront Development Master Plan. Planning, although incomplete, has allowed enough participation to enable local

government to adopt a proposal and prepare for its implementation.

Organization assistance to community groups - Publication of the "Overview of the Impacts of the Recession on Women in Hamilton-Wentworth" led to the formation of a committee known as Women of Hamilton Acting Together (WHAT). This committee has, with our assistance, developed and implemented a strategy to act on the concerns raised by the SPRC report. The WHAT committee hopes to contribute in the long term to an improvement in the socio-economic status of women in Hamilton-Wentworth.

Through CDAC, support was also offered to the work of the Regional Coalition of the Disabled. This group made a particularly strong effort to organize public forums to discuss their issues with candidates during two election campaigns carried out in 1985.

The Committee for the Environmentalist of the Year also received our support again this year. This group is a collection of various community groups working together to identify and honour each year a group or citizen who has made an outstanding contribution to the environment in Hamilton-Wentworth. The 1985 Environmentalist of the Year is Ray Lowes.

VOLUNTEER BUREAU:

The year 1985-1986 represented a year of sustained work on plans for the separation of the Bureau from the Council. In 1985, an independent budget for 1986 was struck with both the United Way and the Region agreeing to meet the budget request of the Bureau. We are grateful for their support to the Bureau. The Bureau incorporated and successfully received its Charitable Registration status, developed by-laws and established the internal structures necessary for independent operation (Board of Directors, Executive Committee, and Personnel, Finance and Nominating Committees). As of January 1, 1986, the Bureau, now operating as the Voluntary Action Centre, achieved its independence.

Despite this additional administrative load which the transition to independent status required, a wide variety of ongoing program work was successfully maintained. Since the Bureau uses a time recording system which varies considerably from that used in the Council's other programs, it is

difficult to outline Bureau activities as they relate to SPRC priorities. But even a brief listing of activity gives a good appreciation of the effective work of the Bureau in 1985-1986.

In 1985, through co-operation with the McMaster Students' Union, a Job Board was established on campus. It has proven to be very effective as a volunteer recruitment and referral tool.

Through a CEIC Canada Works grant, Barb Hux was hired and was responsible for helping to develop an ambitious capital fundraising program to meet new capital needs of the Bureau upon separation. A Secretary of State grant was used to develop a display unit and to develop a pamphlet on volunteering for the unemployed, now available at U.I.C. offices throughout the Region.

The Speakers' Bureau made over 22 presentations, to groups totalling more than 1,100 people - comprising volunteers, volunteer co-ordinators and the general public.

Staff received 296 requests for minor consultations representing over 160 organizations and agencies. The 316 hours of staff time devoted to those consultations primarily involved assistance in the area of volunteer program management.

Three major consultations were carried out by staff: assistance to both the Ontario Association for Volunteer Administration and the Ontario Association of Volunteer Bureaux and Centres for conference planning and assistance to the Women's Centre in the area of volunteer program development.

In the recruitment and referral of volunteers, 1985-1986 saw an increase in volunteers registered, requests for volunteers placed and number of agencies using the services of the Bureau. A total of 469 positions were advertised by 166 agencies, representing a total request for 2190 volunteers. A total of 831 volunteers were registered (an increase of more than 200 over the previous year). This growth is to be congratulated.

CONCLUDING REMARKS:

One of the most rewarding aspects of working for the Council is that my job consistently permits me to work co-operatively with volunteers and staff of unflagging commitment and an oustanding professional calibre. The Council would literally grind to a halt if it were not for their contributions.

Professional staff at the Council (Kim Van Louwe, Rick Csiernik, Don Jaffray and Winsome Cain) consistently display a level of professionalism and skill which is remarkable in jobs with wide demands and pressures. To them, my grateful thanks. To both Linda Graff and Pat Stainton, professional staff with the Volunteer Bureau, my thanks to them for their sustained contributions to the Council over the years and best wishes to them in their work for the Voluntary Action Centre.

The support staff of the Council are the glue that bind us together as an effective organization: Kay German in reception, Shurl Kocman, our research secretary, and Madeleine Marlin, the Bureau secretary who moves on to new responsibilities with the Voluntary Action Centre. My grateful appreciation to you all.

A special mention should be made of the work of Mary Swan, my Executive Assistant, and Caroline Eyk, our bookkeeper, who both provide special support to me and our Board. They genuinely make a special contribution to our effectiveness as an agency.

As for our volunteers, they are a special group of talented individuals with whom it is a pleasure to work. In particular, I would like to thank Nick Mastroluisi, our treasurer, for the extra time he gives us so generously, Urmas Soomet our Vice-President and Tony Butler our Past-President, both of whose wise counsel has proven an invaluable asset. A very special thank-you to Dick Capling, our President. His willingness to be involved and consulted, his enthusiasm, and his level-headed appraisal of situations, all offered in a spirit of teamwork, make the work of everyone at the Council a pleasure. Thank you, Dick.

As everyone associated with the Council knows, the social fabric of our community shifts rapidly, with new issues emerging and old issues taking on new dimensions. Our involvements and projects parallel these shifts. But through all this change, our shared goals bind us together in our search for solutions. I look forward to working with you all to meet the challenges in the year ahead.

Jody Orr

Staff Time and Council Priorities

The Council has established a set of functional priorities against which projects, consultations and staff time allocations are assessed. The priorities are listed below in Figure 1 (with an indication as to their ranking of high, medium, or low).

The time records of research and community development staff permit us to see, first, where staff time is going and, second, the allocation of "on line" project and consultation time to each priority. This information is contained in Tables 1 and 2.

The allocation of staff time within the Volunteer Bureau, using the recording system of the Ontario Association of Volunteer Bureaux and Centres, is presented in Table 3.

FIGURE 1

PRIORITIES OF THE SPRC

Listed by Program Area

Activities Usually Undertaken by Research and Planning Staff:

Social impact analysis of government policy	1.1
Social policy development/advocacy	1.3
Technical assistance to community groups	1.6
Service Co-ordination	1.6
Needs assessment	1.7
Socio-economic trend analysis	1.8
Agency evaluation	2.1
Urban planning assistance	2.2
Management consultation	3.2

Activities Usually Undertaken by Community Development Staff:

Public policy changes affecting citizen participation	1.6
Organization assistance to community groups	1.6
Dissemination of information re citizen participation policies	2.2
Initiating formation of community groups	2.8
Development of Boards of Directors	3.2

Activities Usually Undertaken by Volunteer Bureau Staff:

Promotion of voluntary action	2.4
Assistance re volunteer program management	2.5
Recruitment and referral of volunteers	2.7
Volunteer program design assistance	2.8
Improving status of volunteers	2.8

1 = Top Priority
2 = Medium Priority
3 = Low Priority

TABLE 1

Research and Community Development Program Staff Time 1985

	Research Hours	Communtiy Development Hours	Total Hours	% of Total Hours
Administration				
General	340	105.5	445.5	8.5
Committee	344.5	154.75	499.25	9.5
Background	302.25	184.75	487	9.3
Community Liaison	2.5	94	96.5	1.8
Consultations				
Minor	716	236.25	952.25	18.1
Major	931.75	304.5	1,236.25	23.5
Projects	1,146.75	397	1,543.75	29.3
	3,783.75	1,476.75	5,260.5	

TABLE 2

Research and Community Development Staff Time Related to Priorities 1985

(Major Consultations and Projects)

High Priority (In Order of Priority)	Research Hours	Development Hours	Total Hours	% of On-Line Projects and Consultations
Social impact analysis of government policy	629.25	10	639.25	23
Social policy development/advocacy	44.25	—	44.25	1.6
*Technical assistance to community groups	157.5	36.5	194	7
*Service co-ordination	12.5	—	12.5	.4

*Public policy changes affecting citizen participation	—	221.25	221.25	8
*Organization assistance to community groups	14.75	228.5	243.25	8.8
Needs assessment	815.75	17	832.75	30
Socio-economic trend analysis	234.5	—	234.5	8.4
Medium Priority				
Agency evaluation	127.25	19.5	146.75	5.3
Urban planning assistance	42.75	—	42.75	1.5
Dissemination of information re citizen participation policies	—	77.75	77.75	2.8
Promotion of voluntary action	—	91	91	3.3
	2,078.5	701.5	2,780.0	

*Share the same priority

TABLE 3

Volunteer Bureau Allocation of Staff Time 1985

	Hours	% of Total Hours
Administration	897	32.9
Professional Development	161	5.9
"On Line"		
Research	37	1.4
Public Relations	72	2.6
Fundraising	277	10.2
Recruitment and Referral of Volunteers	628	23.0
Encouragement of Effective Volunteer Programs	324	11.9
Consultative Services re Volunteer Programs and Volunteerism	129	4.8
Improvement of Status of Volunteerism	94	3.5
Special Needs Project	104	3.8
Total	2723	

Financial Activities

YEAR ENDED DECEMBER 31, 1985

	1985	1984
REVENUES		
Support from the public	265,335	244,498
Support from governments	74,030	78,377
Other	8,059	7,324
Total Revenues	347,424	330,199
EXPENSES		
Salaries	253,129	235,665
Employee health and retirement benefits	27,589	23,295
Data processing and professional fees	2,143	6,450
Supplies	12,060	9,739
Telephone	4,568	5,473
Postage and shipping	6,376	5,538
Occupancy	22,721	22,739
Public relations	2,338	3,242
Local transportation	4,395	4,180
Conferences and meetings	3,906	2,110
Subscription and reference publications	386	372
Organization dues	928	522
Equipment and fixed assets	3,820	3,152
Rentals	3,903	4,175
Miscellaneous	445	690
Total Expenses	348,707	327,342
Excess of revenues over expenses (expenses over revenues) for year	(1,283)	2,857
Surplus (Deficit), beginning of year	1,741	(1,116)
Surplus, end of year	458	1,741

AUDITOR'S REPORT

To the Directors and Members of
The Social Planning and Research
Council of Hamilton and District:

I have examined the balance sheet of The Social Planning and Research Council of Hamilton and District as at December 31, 1985 and the statement of financial activities for the year then ended. My examination was made in accordance with generally accepted auditing standards, and accordingly included such tests and other procedures as I considered necessary in the circumstances.

In my opinion, these financial statements present fairly the financial position of the Council as at December 31, 1985 and the results of its operations for the year then ended in accordance with the accounting principles described in note 1 to the financial statements applied on a basis consistent with that of the preceding year.

The financial statements as at and for the year ended December 31, 1984 were reported on by other auditors.

Hamilton, Ontario
March 14, 1986

Christopher C. Costanza,
Chartered Accountant

NOTE: The information given is an extract from the financial statements. The complete financial statements, including related notes to the financial statements, are available to members on request.

Committee Membership

ADMINISTRATIVE COMMITTEES:

Executive:
Urmas Soomet, Chairperson
Anthony Butler
Dick Capling
Grant Corbett
Nick Mastroluisi
Linda Pawlick
*Jenny Street
Alison VanDuzer

Finance:
Nick Mastroluisi, Chairperson
Anthony Butler
Dick Capling
Urmas Soomet

Personnel:
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Dick Capling
Nick Mastroluisi
Urmas Soomet

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Rev. John Johnston
Bill Manson
Donna Seguin
Eunice Swanborough

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*Jenny Street, Chairperson
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Sally King
George Lariviere
Glenda Laws
Gil Simmons
Jayne Tollefson

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George Gliva
Andy Holt
Mike De Villaer
Dr. Barrie Humphrey
Owen Jackson
Lou Lanza
Dr. Gary Miller
Alba Mitchell
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+ Doris Downie, Treasurer
+ Stan Carey, Secretary
+ Marg Anderson-Herrmann
+ Bill Brown
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+ Michael Gourlay
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+ Estelle Wooldridge
+ Josephine Zurini

* Resigned during the year
+ Voluntary Action Centre Board of Directors

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Cathy Barrett
Trish Baynham
Pam Brown
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Susan Green
Jessie Thomson
Catherine Towers

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Ida Thomas (Regional Social Services)
Shirley Wheeler (Ministry of Community & Social Services)
Lesley Russell (Coalition for Better Day Care)

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Impact of the Recession on Women Advisory:

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Lynne Fischer
Thelma McGillivray
Mary McKeen
Stacey Mitro
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Doris Downie
Donna Marcaccio
Nick Mastroluisi
Ross Robinson
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Stan Carey
Doris Downie
Donna Marcaccio
Alison VanDuzer

Finance:
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Donna Marcaccio
*Nancy Reid
Alison VanDuzer

Nominating:
Dorothy Bartalos, Chairperson
Bill Brown
Donna Marcaccio
Ross Robinson

Personnel:
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Incorporation/By-Laws Ad Hoc:

Marg Anderson-Herrmann, Chairperson
Scott Henderson
Sheila Johnson
*Donna Marcaccio

*Resigned during the year

Acknowledgements

The Social Planning and Research Council would like to thank its major funders, the United Way of Burlington, Hamilton-Wentworth, and the Regional Municipality of Hamilton-Wentworth for their continued support of the work of the Council. A special thanks also to the friends of the SPRC for their donations in 1985. We would acknowledge the following for their support of specific projects during the year: Canada Employment and Immigration Commission, Secretary of State, Edith Turner Foundation and the Hamilton Foundation.

The Volunteer Bureau wishes to thank the following for their assistance during 1985: Hamilton Spectator, Brabant Newspapers, Cable 4, CHCH-TV, CHAM, CKOC, CHML/CKDS, T.V. Facts. Finally, the Bureau is grateful to the following organizations who have contributed to the new Voluntary Action Centre's Capital Fundraising Campaign:

Hamilton Foundation
Jackman Foundation
Canada Packers Foundation
B & B Hamilton Foundation
Eaton's Foundation
Rotary Club of Hamilton
Junior League
Dundas Lions Club
Hamilton East Kiwanis Club

Staff Members

Executive Director:	Jody Orr
Research Director:	Kim Van Louwe
Volunteer Bureau Director:	Linda Graff
Community Development Consultant:	Don Jaffray
Research Associate:	Rick Csiernik
Volunteer Bureau Program Consultant:	Pat Stainton
Research Technician:	Winsome Cain
Support Staff:	Mary Swan, Executive Assistant Caroline Eyk Kay German Shurl Kocman Gilberte M. Marlin
Volunteer Support Staff:	Hilda Nelligan Peter Koch

Student Staff: 1985/86:

Ruth Locis, Wilfrid Laurier School of Social Work
Shelley Rempel, McMaster School Social Work

Project Staff: 1985/86:	Thelma Harrison Linda Hubert Anne Hughes Barbara Hux Lisa Petsche Deb Warford

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1985-1986

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Urmas Soomet, Vice-President
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Johann E. Orr, Secretary
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Consultant to Board of Directors

Ed Smee

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Bruce Mochrie (United Way)	Norma Walsh (Regional Social Services)

*Resigned during the year

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